

STATE OF ILLINOIS
ILLINOIS COMMERCE COMMISSION

Illinois Commerce Commission	:	
On Its Own Motion	:	
	:	
Adoption of report concerning the	:	03-0156
2001 reliability performance of	:	
Commonwealth Edison Company	:	
Pursuant to 83 Ill. Adm. Code 411.140	:	

Commonwealth Edison Company's Response to the
Illinois Commerce Commission Assessment of
Commonwealth Edison Company 2001 Reliability Report

Pursuant to 83 Illinois Administrative Code Part 411.140(a), Commonwealth Edison Company provides the following response to the recommendations made in the Illinois Commerce Commission's Assessment of ComEd's 2001 Reliability Report. The recommendations appear on page 27 of the Assessment.

Recommendation 1: The Commission continues to recommend that ComEd focus on improving customer service.

ComEd uses the results of its Customer Satisfaction Index to gauge its ongoing efforts and shape future strategies towards improving customer service. 2003 first quarter results show the percentage of overall customers satisfied with ComEd reached new all-time high levels.

Recommendation 2: The Commission encourages ComEd to continue to work to establish a tree-trimming program that will achieve appropriate tree clearances.

ComEd is committed to implementing a comprehensive vegetation management program for our transmission and distribution facilities. The program is focused on improving reliability and reducing vegetation related interruptions. Achieving a four-year distribution trim cycle with appropriate clearances is a key aspect of the overall program. There are several processes in place to ensure the appropriate trim dates and proper clearances are achieved. Specifically, a data base and appropriate key performance indicators are in place to track scheduled versus actual trim dates, and ComEd's tree trimming contractor performs a 100% Quality Control (QC) inspection of all completed trimming. These QC inspections are performed by a specialized work force that is independent from the contractor's production crews. In addition, ComEd's Vegetation Management staff performs a 10% Quality Assurance (QA) audit on 10% of the tree

trimming contractors' work by General Foreman. Results from the inspections and audits are tracked and included in quarterly performance indicators, along with an analysis of completed work (scheduled versus actual).

Recommendation 3: ComEd should work to identify the reasons for the worsening of CAIDI in the Northwest region and revise its reliability program as necessary.

Northwest Region CAIDI was 98 minutes in 2000 versus 110 minutes in 2001. The major reason for the increase in CAIDI was attributed to an increase in storm activity. ComEd had 15 reportable storms in 2001 versus 10 reportable storms in 2000, which had a greater impact on the Northwest Region than any other ComEd Region. While the storm CAIDI increased only one minute from 177 minutes to 178 minutes, the number of customer interruptions increased by 42% resulting in an overall increase to year end CAIDI.

Northwest Region is working to reduce the CAIDI by utilizing shift crews to increase coverage through out the day, which will result in a faster response by ComEd for service interruptions. Due to the rural areas in Northwest Region, the average miles per circuit are above ComEd's average mile per circuit. Fault Indicators have been installed on circuits to help locate the problem resulting in faster restore times. ComEd's Circuit Tap Fusing program will also help reduce the number of circuit lockouts. ComEd's Vegetation Management group is reviewing line clearance on the worst performing circuits and has implemented an audit of circuits that recently had routine tree trimming to assure proper clearance has been obtained. The benefits of these efforts have already resulted in improving CAIDI to 104 minutes in 2002. Further improvement is expected as more of these initiatives are implemented and take effect.